

Goal 5



Compliance Assistance and Environmental Stewardship

Promote responsible environmental stewardship.



The Division of Compliance Assistance administers four programs: certification and licensing, brownfield redevelopment, environmental compliance assistance and environmental leadership (KY EXCEL). The division's innovative and important approach to facilitating compliance and excellence is improving the environment for all Kentuckians.



Technical Assistance - *DCA is a technical resource for individuals with environmental questions and needs.* Complying with a very diverse and extensive set of environmental requirements can be difficult. Even committed and experienced environmental professionals face times when they simply need help. DCA maintains an assistance hotline that allows anyone to seek help with environmental needs.



Education - *DCA is providing Kentucky with the knowledge it needs to care for Kentucky's environment.* In a 2008 survey, more than 3,000 entities regulated by the department were asked what impacted their ability to comply with environmental requirements. Respondents identified a lack of knowledge regarding environmental requirements as one of the greatest barriers to ensuring environmental compliance. DCA's training is equipping front-line environmental professionals with the information they need to succeed in their environmental efforts.

Sustainability - *DCA strives to help all of its clients recognize and implement sustainable behaviors that protect and improve Kentucky's environment.* DCA stands uniquely positioned to partner with Kentucky's corporate and private citizens to proactively build environmental values and facilitate positive behaviors throughout Kentucky. DCA is accomplishing this through partnerships, training, mentoring and technical support.

Stewardship - *DCA strongly believes that the future of Kentucky's environment depends on the stewardship of its citizens.* Every day, people make both large and small decisions in their homes, workplaces and communities that can benefit or harm the environment. DCA is helping these individuals become more aware of the economic and environmental benefits that result from sustainable decisions, so they can make positive choices that are environmentally beneficial.

Objective 1 - Certify qualified environmental professionals.

Tactic 1.1: Certify select environmental professionals to maximize appropriate actions and effective operations at regulated locations.

Measure: The number of certification licenses issued annually.

Baseline: In SFY09, the Division of Compliance Assistance issued the following certification licenses:

Wastewater Certifications -	180
Wastewater Certification Renewals -	1068
Drinking Water Certifications -	273
Drinking Water Certification Renewals -	344

Action 1.1.1: Process certification applications and administer examinations in an accurate and timely manner to ensure that individuals possess the minimum competencies necessary to properly perform their professional duties.

Action 1.1.2: Develop and implement a recruitment strategy that encourages individuals to consider the operator profession.

Action 1.1.3: Provide administrative support for the Kentucky Board of Certification of Wastewater System Operators and the Kentucky Board of Certification of Water Treatment and Distribution System Operators.

Action 1.1.4: Increase the program's national involvement to stay informed of operator issues, ensure the program is prepared to respond to changing needs, and influence the national policy related to certified operators.

Objective 2 - Help entities comply with Kentucky's environmental requirements.

Tactic 2.1: Provide one-on-one assistance services that help individuals comply with environmental obligations.

Measure: Changes in environmental knowledge and behavior resulting from one-on-one assistance activities.

Baseline: In SFY08, the Division of Compliance Assistance received feedback from its clients that indicated the following changes:

Client Response Activities -	72% indicated a change in knowledge
	83% indicated a behavior change

Action 2.1.1: Implement effective multi-media compliance assistance services with a special emphasis on small businesses and communities to enhance environmental performance.

Action 2.1.2: Provide ombudsman services for the public and entities regulated by the Department to ensure that department programs are appropriately implemented.

Action 2.1.3: Market the availability of compliance assistance and the benefits of the program.

Action 2.1.4: Proactively offer assistance to entities that have routine or significant compliance problems.

Tactic 2.2: Implement meaningful programming that provides individuals with the knowledge needed to increase environmental compliance and performance.

Measure:

Baseline:

Action 2.2.1: Produce and facilitate training that includes accurate and timely technical and regulatory information.

Action 2.2.2: Develop and compile reference materials that provide clarity about environmental requirements and offer technical solutions to common challenges.

Action 2.2.3: Establish interactive tools that empower the regulated community to determine the environmental obligations that apply to their location and make it easier for them to comply.

Objective 3 – Facilitate Environmental Stewardship

Tactic 3.1: Encourage environmental stewardship by making individuals more aware of the opportunities they can act on to make their communities stronger and healthier.

Measure: Changes in knowledge and behavior resulting from environmental stewardship activities.

Baseline: Baseline not determined.

Action 3.1.1: Provide one-on-one assistance services that help individuals identify, plan, and implement environmental projects that are not required by Kentucky law.

Action 3.1.2: Offer environmental stewardship training to enable actions that improve Kentucky's environment and create healthier, stronger communities.

Action 3.1.3: Develop and compile "green" tools in partnership with organizations, state and local agencies, nonprofit entities and other stakeholders.

Action 3.1.4: Serve as a resource that encourages environmentally sustainable communities and facilitates the cleanup and beneficial reuse of brownfield properties.

Tactic 3.2: Recognize and publicize voluntary actions that improve Kentucky's environment and promote environmental awareness.

Measure:

Baseline:

Action 3.2.1: Implement KY EXCEL, an environmental leadership program that recognizes entities for their voluntary commitments to improve Kentucky's environment.

Action 3.2.2: Administer the Department's environmental stewardship award program.

Action 3.2.3: Hold an annual green art contest for high school students.

Tactic 3.3: Show the division's commitment to environmental stewardship by implementing Lead by Example projects.

Measure:

Baseline:

Action 3.2.1: Strive for zero waste at division-held training events.

Action 3.2.2: Reduce the division's electrical usage.

Action 3.2.3: Increase recycling opportunities within the office.